

# REGION VII AGING SERVICES

***Katie Schafer, Regional Aging Services Program Administrator***

Serving: Burleigh, Morton, Kidder, Grant, McLean, Mercer, Sheridan, Sioux, Emmons, & Oliver Counties



## Spring 2015



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Region VII Newsletter compiled by WCHSC –  
Aging Services Unit

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### **May is Older Americans Month and June 15 is Elder Abuse Awareness Day**

Each May, the Administration for Community Living celebrates Older Americans Month to recognize older Americans for their contributions to the nation. This year, in honor of the 50th anniversary of the Older Americans Act (OAA), we are focusing on how older adults are taking charge of their health, getting engaged in their communities, and making a positive impact in the lives of others. The theme for Older Americans Month 2015 is ***Get into the Act.***

Together as a community, we can promote healthy aging, increase community involvement for older adults, and tackle important issues like the prevention of elder abuse.

To celebrate Older Americans Month, West Central Aging Services and the Bismarck Senior Center are partnering to host **The Region VII Health and Learning Day on May 5.** (See page 6 for more info.)

**Also mark your calendar to wear purple on June 15<sup>th</sup> for Elder Abuse Awareness Day.** The West Central Vulnerable Adult Coalition is organizing an Elder Abuse Awareness Event at the Steele Senior Center on Friday, June 12 and another at Edgewood Vista in Mandan on Monday, June 15<sup>th</sup>. (See page 3 for more info.)



**Life is what happens  
while you're busy making  
plans! (Allen Saunders)**



## ADRL Prevention Tip

### Protect Your Pocket Book! Tips to Avoid Financial Exploitation

#### What is considered financial exploitation (abuse)?

Financial exploitation happens when someone illegally or improperly uses your money or property for their own benefit. This type of exploitation can be committed by someone you know or a complete stranger.

#### Who might commit financial exploitation?

Often financial exploitation is committed by a person you know and trust, such as a friend, caregiver or family member. But anyone who has access to your personal information may choose to misuse that information for their own benefit. Some predictors of potential abusers are: people with drug or alcohol issues; people with gambling problems; people with untreated mental health issues; people who are financially dependent.

**Are you at risk?** Everyone could potentially be the target of financial exploitation and everyone should be cautious with their financial matters, especially older adults. You might be particularly at risk if: you depend on others for meeting many personal needs; you recently lost a spouse or loved-one who handled your finances; family or friends regularly handle your finances; you feel isolated from society; you have difficulty understanding finances; and/or you live in a long-term care setting.

**What are some potential signs of financial exploitation?** You, family and friends, or your bank might notice some common warning signs that may indicate that you are being exploited. These signs might include:

- ✓ You notice financial activity that is inconsistent with your financial history and/or beyond your means (i.e. increased or unexplained credit card activity, withdrawals in spite of penalties, newly authorized signers on accounts).
- ✓ Your caregiver or beneficiary refuses to use your funds for necessary care and treatment.
- ✓ You are confused about recent financial arrangements/transactions and are reluctant to discuss finances.
- ✓ There have been recent changes to your property titles, deeds, refinanced mortgages, Power of Attorney documents, wills, trusts or other documents that you do not understand and did not authorize.
- ✓ People are threatening to place you in a long-term care facility unless you give them control of your finances.
- ✓ It appears that food or medication has been manipulated or withheld so you become weak and compliant. You have been threatened with harm, neglect or abandonment if you don't agree to financial arrangements presented by others.
- ✓ You have taken on the financial responsibility for a family member or friend without regard for your own needs.

#### What to do if you suspect you have been financially exploited:

- Call Law Local Enforcement
- Call Vulnerable Adult Protective Services Statewide Intake  
**1-855-GO2LINK (1-855-462-5465)**

## Steps to Avoid Financial Exploitation

**Plan:** Talk with family members, friends and professionals who you trust to help plan for your financial future. Consider doing the following:

If managing your daily finances becomes too difficult, consider engaging a money manager. Only allow someone you trust to manage your finances. Visit [www.aarpmpmp.org](http://www.aarpmpmp.org) for further information on money management services

**Get your estate plan in place.** Talk with an attorney about creating the following, as appropriate:

- Durable power of attorney for asset management. Name a person you trust to make asset management decisions for you when you are unable.
- A living will. The “Five Wishes” living will is one popular example, visit [www.agingwithdignity.org](http://www.agingwithdignity.org).
- A revocable, or living, trust.
- Health care advance directives.

**Be Cautious Be aware!** Dishonest people could potentially take advantage of you. Consider doing the following:

- ✓ Get on the National Do Not Call Registry to reduce telemarketing calls. Visit [www.donotcall.gov](http://www.donotcall.gov) or call **888.382.1222** to register your phone number.
- ✓ Keep in touch with others, isolation can make you more vulnerable.
- ✓ Learn how to protect yourself from frauds and scams at [www.stopfraud.gov/protect.html](http://www.stopfraud.gov/protect.html).
- ✓ Do not send anyone personal information to collect a prize or reward.
- ✓ Consult with someone you trust before making a large purchase or investment. Don't be pressured or intimidated into quick decisions by a salesperson or contractor.
- ✓ Don't sign any documents that you don't completely understand without first talking it over with an attorney or a family member you trust.
- ✓ Do not provide personal information (i.e. Social Security, credit card, ATM PIN number) over the phone unless you placed the call and know with whom you are speaking.
- ✓ Tear up or shred credit card receipts, bank statements, solicitations and financial records before disposing of them.
- ✓ If you hire someone to help you in your home, ensure that they have been properly screened with criminal background checks completed. Ask for certifications when appropriate.

(Source: <https://www.eldercare.gov/.../FinancialExploitationBrochure-508.pdf>.)

## Elder Abuse Awareness Day Events

**Friday, June 12, 2015 1:00 – 3:00 pm**

Steele Senior Center (202 1st Ave NW, Steele, ND)

Program: Preventing Financial Exploitation and Scams  
Law Enforcement, ND Attorney General Consumer Protection Division,  
and Vulnerable Adult Protective Services

**Monday, June 15, 2015 2:00 – 4:00 pm**

Edgewood Vista (2801 39th Ave SE, Mandan, ND)

Program: Preventing Financial Exploitation and Scams  
Mandan Police Department, ND Attorney General Consumer Protection  
Division, and Vulnerable Adult Protective Services



# ND Family Caregiver Support Program

## Hands-On Skills for Caregivers

When you're a caregiver, finding time to take care of your own physical needs is difficult enough, but taking care of the physical needs of someone else is even more challenging. Assisting someone else to dress, bathe, sit or stand when they are upset, agitated or combative—often the case when caring for someone with a brain disorder such as Alzheimer's disease—requires special strategies. The following five techniques can make taking care of a loved one's physical needs easier.

**Approach from the front and retain eye contact.** When assisting someone physically, do not approach him/her from behind or from the side. This can startle and confuse the person in your care, leading to increased levels of agitation and/or paranoia. Instead, approach from the front. Touch the care recipient on the shoulder, upper arm or hand, and tell them what's going on. Use a calm voice to walk him/her through the whole process. For example, "Okay, let's stand up. Good. Next, we are going to..." Retain eye contact throughout the duration of the activity.

**Elicit your loved one's help.** Even when frail, your loved one might be able to shift his/her weight or move his/her arms or legs to make physically assisting them easier. Some examples are: "We're getting ready to stand now, mom, so lean forward as far as you can," or, "Can you move your leg, honey, so I can change the sheet?" A little help from them means a lot less work for you.

**Allow the person to finish what they're doing.** If, as a caregiver, you are running late, the tendency is to hurry your loved one, too. However, this rushed atmosphere is very difficult for care recipients, especially those who suffer from memory loss or brain impairment. Though you may try to sound calm and encouraging, it's easy for loved ones to pick up our "anxious vibes." So, even if running late, allow some time to finish the current activity before moving on to the next. For example, "Mom, after you finish that last bite of cereal, we're going to get you dressed and ready to see your friends."

**Utilize the major bone and muscle groups.** When physically assisting a loved one, pulling or supporting them by their hands or arms is not only difficult, but may lead to injury for you and them. Instead, utilize the major muscle/bone groups.

For example, when taking someone for a walk, stand directly behind and to the left of him or her. Place your left hand on their left shoulder, and your right hand on their right shoulder. In this way you are walking with your loved one in a comforting hug rather than pulling or pushing them. And when turning someone in a bed, utilize the large bones in the hip and shoulder, and the large muscles in the legs. Pull them toward you with your right hand over their hip or at the knee, and your left hand at their shoulder. Finally, when pulling someone to a standing position, it's best to use a transfer belt (one can be purchased at any medical supply store for around twenty dollars).

Once they are sitting at the edge of the bed or chair, pull up on the transfer belt, "hugging" your loved one close, again, utilizing their large muscle groups in the shoulders and the back. Remember to keep your back straight and to always change position by moving your feet, rather than twisting at the waist. And before going home from your next doctor's appointment, ask for a referral to an occupational therapist who can help you develop your transferring skills.

**Allow for Their Reality.** Remember to accept your loved one's reality, even when assisting with a physical task. If, for example, your spouse becomes shy because he/she thinks that you are a sibling and doesn't want to get undressed in front of you, don't force the situation. Try leaving the room and coming back in a couple of minutes. Perhaps on a second or third attempt your spouse will recognize you and be amenable to your care. If all else fails, consider the situation. Is it an emergency? Changing a loved one's soiled garments cannot be delayed. However, if a care recipient is being difficult and doesn't want to take a bath or wash his/her hair on a particular day, that's okay. Plan on doing it at a later time that day or the next day, when your loved one may accept your help.

Finally, don't try to physically assist with caregiving unless you can. Injuring yourself will not help the situation, and will often make your caregiving responsibilities that much more difficult. If you find yourself in a nonemergency situation where you are unable to physically assist your loved one (for example, after he/she slides from their chair to the floor) call your local fire department and request a "fireman's assist." They will come to your house and help you. If it is an emergency situation (where either you or your loved one are injured), contact the paramedics by calling 911.

**(Source URL:** <https://caregiver.org/hands-skills-caregivers>) *For more information about the NDFCSP, call the Aging and Disability Resource LINK. Or you may contact Katie Schafer at 701-328-8787.*

**Laugh when you can,  
apologize when you should,  
and let go of what you can't change.  
Life's too short to be anything....  
but **HAPPY!!!****



### **INTRODUCING ALI WENGER!**

Ali Wenger is the new Region VII Vulnerable Adult Protective Services worker. She is a Licensed Social Worker and began the position in December. Previously, Ali worked as a Social Worker at Sanford Health in the inpatient setting with both adults and children.

Ali graduated from Minot State University with a Bachelors in Social Work with a concentration in Psychology. Ali grew up and resides in the Bismarck/Mandan area and has a love for family, friends, cats and puzzles.



## **Region VII Health & Learning Day**

**Tuesday, May 5, 2015 at the Bismarck Senior Center  
315 North 20th Street, Bismarck, ND 58501**

### **GET INTO THE ACT!**

**TAKE CHARGE** of your health, **GET ENGAGED** in your community, make a **POSITIVE IMPACT** in the lives of others!

#### **Tentative Schedule**

- 8:30 am - 12:15 pm: Exhibits Open**  
Health screenings of Blood Sugar, Cholesterol and more will be offered.
- 9:00 am - 12:00 pm: Concurrent Workshops**  
Topics will include: Diabetic Sweet Treats, Volunteerism, Personal and Home Safety, Genealogy, and More!
- 12:45 pm - 1:30 pm: Keynote Address ~ “Humor That Stress”**  
**Ann Dolence, Certified Recreation Therapist**

Is stress getting you down? Need a good laugh? Ann will be presenting the health benefits of laughter and humor to counter that stress – proving that laughter really is the best medicine! Ann is a certified recreation therapist, a self-published author, video producer, and health guru. She promotes nationally and locally that creativity, playfulness, laughter, and celebrations of life are nature’s way of re-energizing and revitalizing ourselves.



The Senior Center Coffee Bar will be open throughout the day, with beverages and snacks available. Lunch reservations can be made by calling 258-9276 no later than Friday, May 1, 2015. Cost of lunch is \$7.50 for those under 60. If you are 60 or older the suggested donation for lunch is \$3.75.

**Health & Learning Day is FREE and open to the public!**



# Telephone Numbers to Know

## **Regional Aging Services Program Administrators and ND Family Caregiver Coordinators**

<b>Region I:</b>	Kayla Fenster	1-800-231-7724
<b>Region II:</b>	MariDon Sorum	1-888-470-6968
<b>Region III:</b>	Mary Wertz	1-888-607-8610
<b>Region IV:</b>	Patricia Soli	1-888-256-6742
<b>Region V:</b>	Suzy Effertz	1-888-342-4900
<b>Region VI:</b>	Danelle Pickit	1-800-260-1310
<b>Region VII:</b>	Katie Schafer	1-888-328-2662 (local: 328-8787)
<b>Region VIII:</b>	Rene Schmidt	1-888-227-7525

## **Vulnerable Adult Protective Services**

<b>Region I &amp; II:</b>	Niels Anderson & Janinne Paulson	1-701-629-5393 or 629-5971 or 628-2925
<b>Region III:</b>	Kim Helten	1-888-607-8610
<b>Region IV:</b>	Bernie Bachmeier	1-888-256-6742
<b>Region V:</b>	Cass County SS	1-701-241-5747 (Option #2)
<b>Region VI:</b>	Hart Counseling	1-701-952-8277
<b>Region VII:</b>	Bill Willis (328-8868) and Ali Wenger	1-888-328-2662 (328-8776)
<b>Region VIII:</b>	Rene Schmidt	1-888-227-7525

## **Long-Term Care Ombudsman Services**

<b>State Ombudsman:</b> Karla Backman	1-855-462-5465
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## **Aging & Disability Resource LINK (ADRL)**

Aging Services Division and Resource Link:  
**Options Counseling Services**    **1-855-GO2LINK**  
 (1-855-462-5465)

## **Other**

AARP:	1-866-554-5383
Mental Health America of ND:	1-701-255-3692
IPAT (Assistive Technology):	1-800-895-4728
Legal Services of North Dakota: or (age 60+):	1-800-634-5263 1-866-621-9886
ND Attorney General's Office of Consumer Protection:	1-701-328-3404 1-800-472-2600
Social Security Administration:	1-800-772-1213
Medicare:	1-800-633-4227
State Health Insurance Counseling (SHIC) ND Insurance Department: Prescription Connection	1-701-328-2440 1-888-575-6611
ND Association for the Disabled NDAD (Serving all of ND)	1-701-795-6605
Alzheimer's Association:	1-701-258-4933 1-800-272-3900
ND Senior Medicare Patrol:	1-800-233-1737



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**West Central Human Service Center**  
**1237 W. Divide, Suite 5**  
**Bismarck, ND 58501-1208**



Phone: 1-701-328-8888  
Toll Free: 1-888-328-2662  
Fax: 1-701-328-8900

**To:**

### **Upcoming Events**

- Region VII Health & Learning Day – Bismarck Senior Center.....May 5, 2015
- Mother's Day.....May 10, 2015
- Memorial Day.....May 25, 2015
- Elder Abuse Awareness Event at Steele Senior Center (Steele, ND).....June 12, 2015
- Flag Day.....June 14, 2015
- Elder Abuse Awareness Event at Edgewood Vista (Mandan).....June 15, 2015
- Father's Day.....June 21, 2015



### **MISSION STATEMENT**

*In a leadership role, Aging Services will actively advocate for individual life choices and develop quality services in response to the needs of vulnerable adults, persons with physical disabilities, and an aging society in North Dakota.*